

New rules for embedded electricity networks

Information for retirement village owners and operators



The Victorian Government has changed the rules for anyone who sells or supplies electricity, but isn't required to have an electricity licence. This may affect owners and operators of retirement villages.

Key facts



There are new requirements for retirement villages that supply electricity or sell individually metered electricity.

You must become a member of the Energy and Water Ombudsman (Victoria) and may have to register with the Essential Services Commission.

Exempt sellers and suppliers must comply with certain clauses of the Energy Retail Code and Electricity Distribution Code.

Who has to register?

If you own (either in whole or in part) or operate a retirement village and on-sell or supply electricity to customers you **will** have to register with the Essential Services Commission.

There are separate categories of registration for **selling** and **supplying** electricity.

If you buy electricity from a licensed retailer and on-sell it to customers as a separate charge (the electricity is **individually metered**, customers are billed according to their consumption) then you **must register** as a seller. If you sell unmetered electricity (customers pay a flat rate through rent) you do not need to register as a seller.

If you purchase electricity from a licensed retailer and use a third-party service provider or agent to undertake services associated with selling electricity to customers (such as issuing bills and collecting payment), you must also provide the third-party's customer contact details (email and phone) and trading name when you register.





If you **own** (in whole or in part) **or lease** an aspect of the network (the **wires**) that supplies electricity to customers within your site you **must register** as a supplier. If you use a third-party service provider or agent to undertake services associated with supplying electricity to customers (such as meter reads, energisations, etc.), you must also provide the third-party's customer contact details (email and phone) and trading name when you register.

Depending on the type of activities you engage in you may have to register more than once.

Registering with the commission

To register with the commission you need to create an account and submit your details via the commission's online portal. Your activities will then be reviewed by the commission and published on the register. You can find out more about the information we require, what information we will publish and how to register by visiting the commission's website:

<https://www.esc.vic.gov.au/energy-licensing-and-exemptions/register-electricity-licence-exemption/>

Membership with a dispute resolution service

Exempt persons who have a retail or network exemption must enter into a customer dispute resolution scheme with the Energy and Water Ombudsman (Victoria) (EWOV). To find out more about membership requirements, visit EWOV's website at

<https://www.ewov.com.au/companies/embedded-networks>.

Your obligations as a seller or supplier of electricity

Exempt persons must comply with certain obligations. Those who sell electricity need to comply with the Energy Retail Code, and those who supply must comply with the Electricity Distribution Code.

We are in the process of determining which obligations will apply to exempt persons. For further information, visit the commission's website.

Contact us

For more information and resources, visit: www.esc.vic.gov.au/energy-licensing-and-exemptions/.

Got a question? Follow us on LinkedIn and Twitter, or view our contact details:

www.esc.vic.gov.au/about-us/.

